



CL-10394 W2-8515

AUG - 2 2012

ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

May 25, 2012

[REDACTED]
Grandview, MO [REDACTED]

RE: Complaint No. CF-2012-11183

Nissan North America

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Vaughan

Kelly Vaughan
Consumer Advocate
Consumer Protection Division

NH
080212
RW

Consumer Complaint Form



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Missouri Attorney General
Chris Koster

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER INFORMATION		COMPANY INFORMATION	
NAME	[REDACTED]	NAME	Nissan North America
ADDRESS	[REDACTED]	CONTACT	
	Grandview MO [REDACTED]	ADDRESS	
COUNTY	MO		MO
HOME PHONE	[REDACTED]	COUNTY	
WORK PHONE	[REDACTED]	PHONE	
E-MAIL	[REDACTED]	WEBSITE	
		E-MAIL	

TRANSACTION INFORMATION

DATE OF TRANSACTION/PURCHASE 10/18/2010 AMOUNT PAID \$8,000.00 PAYMENT METHOD Cash

HOW AND WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?

National Highway Safety and Transportation Act

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? No

BRIEFLY EXPLAIN YOUR COMPLAINT

I want to start my complaint by providing you with this recall issued by NISSAN. MY CAR WAS FIXED UNDER THIS RECALL IN 2003 AND IS DOCUMENTED. I HAVE A REPORT BY NISSAN FROM 2-3 MONTHS AGO THAT STATES CATALYTIC CONVERTER RUINED THE ENGINE. THESE EXACT WORDS ARE USED IN THE DESCRIPTION OF THE RECALL. VEHICLES DON'T COMMONLY HAVE CAT CONVERTERS RUIN THE ENGINE. THIS IS A MANUFACTURER DEFAULT. PLEASE HELP. I CAN SEND A COPY OF THE NISSAN REPORT IF NEEDED. THANK YOU

2003 Nissan Altima Engine And Engine Cooling Recall 03V084000

NHTSA: Action Number: N/A Service Bulletin Number: 03V084000

Report Date:

Mar 11, 2003 Component:

Engine And Engine Cooling Potential Units Affected:

338000 Manufacturer:

Nissan North America, Inc.

Summary: On certain vehicles equipped with the 2.5 liter engine, the exhaust pipe hanger pin may catch debris from the road that could be ignited by contact with the main catalyst. Also on 2002 altima and sentra vehicles, certain engine operating conditions may cause the pre-catalyst to overheat and damage the catalyst substrate.

Consequence: Either of these two conditions could result in a fire.

Remedy: Dealers will remove the protruding portion of the exhaust pipe hanger pin. In addition to the corrective action, in order to reduce the risk of fire in the event of poor or improper maintenance that could result in oil spillage, heat shield(s) will be installed on the pre-catalyst and exhaust tube. Owner notification began on July 28, 2003. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Nissan at 1-800-647-7261. Nissan recall nos. R3007, R3014, R3015, R3016, R3017. Also on 2002 altima and sentra vehicles, certain engine operating conditions may cause the pre-catalyst to overheat and damage the catalyst substrate. If substrate particles enter the combustion chamber, they could score the cylinder walls, resulting in increased oil consumption. If the engine oil level is not checked on a periodic basis and drops below the low level, and the driver continues to operate the vehicle

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ignoring noticeable engine noise, engine damage may occur which could result in a fire. The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine. I purchased a 2003 Nissan Altima from Bob Sight Kia in Independence Missouri on 10-10. Shortly after the purchase about a month I realized that there were some major problems. The vehicle is burning oil in excess of about a quart every two weeks. In February of 2011 I filed a complaint with NHSTA and at that point I had 101k miles on the vehicle. When I purchased the vehicle it had 92k miles on it. Upon my research I have found that a recall was open for this on thousands of vehicles but the recall is now closed. I am in the process of trying to find some ownership for this problem but have read countless complaints of the same issue. There are thousands of reports of repair on the engine and CAT converter and the same problem occurs due to the anatomy of the vehicle. Since I have owned the vehicle I have never had any reports that the CAT was bad. Upon taking the vehicle to Nissan in Lee's Summit MO today I was told that I would need a new CAT, engine and throttle body. They reported that the CAT was bad and that resulted in parts of the CAT coming through the engine. I have a hard time believing that an engine goes bad at 114k miles. The CAT defaulted before I bought the vehicle and the diagnostic ran today is proof of that. They stated that no codes were pulled on the CAT. This code had gone off before and had to have been repaired or shut off. Nissan reported that when it goes bad the engine will set off the code/light. I am currently researching the vehicle repair history. I have done regular maintenance the vehicle, including oil changes at the recommended mileage since I purchased it. There are documentaries of reports that the NHTSA will try to reopen the recall this summer after they are done with Toyota. I am writing to find any resource to help with this massive documented problem. I am currently four months out from a completion on a Nursing completion program and am left feeling helpless. Please let me know if there is anything that can be done. Thank you very much for your time. Office of Mobile Sources

EPA Environmental Fact Sheet

EMISSIONS WARRANTIES
FOR 1995 AND NEWER CARS & TRUCKS

I have also done some research here.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

I have contacted Nissan several times

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

Repair -

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

No

NAME OF ANY AGENCY CONTACTED

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